

<b>Search Notes</b>	<b>Application/Control No.</b>	<b>Applicant(s)/Patent Under Reexamination</b>
	10602444	OLDHAM ET AL.
	<b>Examiner</b>	<b>Art Unit</b>
	THJUAN K ADDY	2614

### SEARCHED

<b>Class</b>	<b>Subclass</b>	<b>Date</b>	<b>Examiner</b>
370	352	6/6/09	TKA
379	265.04	6/6/09	TKA
379	269	6/6/09	TKA

### SEARCH NOTES

<b>Search Notes</b>	<b>Date</b>	<b>Examiner</b>
EAST: search terms: remote; agent; PSTN; circuit-switched; packet-switched; Internet; call; contact; center; ACD; gateway; convert; node; connection; path; link; bi-directional; local; internal	6/6/09	TKA
EAST: michael near2 oldham.in.	6/6/09	TKA
EAST: 370/352 and (bidirection\$7 or bi-direction\$7) near5 (agent or operator or representative) near5 (customer or subscriber or party or user) and (external\$6 or remot\$6) and conver\$7 and bi-direction\$7 and (pstn or circuit-switch\$6 or (circuit near switch\$6)) and (internet or packet-switch\$6 or (packet near switch\$6) or (data near2 network)) and (local\$6 or internal\$6)	6/6/09	TKA
EAST: (bidirection\$7 or bi-direction\$7) near5 (agent or operator or representative) near5 (customer or subscriber or party or user) and (external\$6 or remot\$6) and conver\$7 and bi-direction\$7 and (pstn or circuit-switch\$6 or (circuit near switch\$6)) and (internet or packet-switch\$6 or (packet near switch\$6) or (data near2 network)) and (local\$6 or internal\$6)	6/6/09	TKA
EAST: bi-direction\$7 near5 (agent or operator or representative) near5 (customer or subscriber or party or user) and remot\$6 and conver\$7	6/6/09	TKA
See attached EAST Search History	6/6/09	TKA

### INTERFERENCE SEARCH

<b>Class</b>	<b>Subclass</b>	<b>Date</b>	<b>Examiner</b>